Canon

DIE-0415-000

Wireless File Transmitter

WFT-E6

Guide for Canon Camcorders

E

About this Guide

You can attach a WFT-E6 Wireless File Transmitter to a Canon camcorder to connect the camcorder to a Wi-Fi network. This will allow you to operate the camcorder remotely from any device connected to the Wi-Fi network using Wi-Fi Remote, a Web browser application. This guide will explain how to attach the WFT-E6 to a camcorder and configure the transmitter for use with a camcorder.
For specifications and additional information about the WFT-E6, refer to the Wireless File Transmitter WFT-E6 Instruction Manual. For details about compatible camcorders and how to use Wi-Fi Remote to operate the camcorder, refer to the camcorder's Instruction Manual.

Assumptions

- The instructions in this guide assume you already have a correctly configured and working wireless network. For details on configuring these settings, refer to the documentation provided with the respective Wi-Fi equipment.
- The instructions in this guide assume you are already familiar with basic camcorder operations, such as accessing and changing menu settings or displaying status screens. If necessary, refer to the camcorder's Instruction Manual.

Conventions used in this guide

Warnings to avoid potential problems.

Supplemental information.

Reference page number.

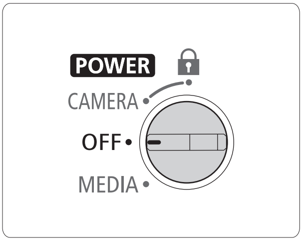
- "Access point" refers to a Wi-Fi network's access point or wireless router.
- For brevity's sake, throughout this guide the WFT-E6 Wireless File Transmitter will be referred to simply as the "transmitter".

Setting up the WFT-E6 Wireless File Transmitter and configuring the Wi-Fi Remote application requires adequate knowledge about configuring Wi-Fi networks. Canon cannot provide support for configuring Wi-Fi networks.
Note that Canon shall not be liable for any loss of data or damage to the transmitter resulting from incorrect Wi-Fi network configuration or settings. Additionally, Canon shall not be liable for any loss or damage caused by the use of the WFT-E6 Wireless File Transmitter.

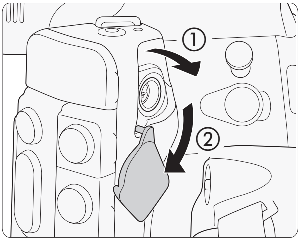
Contents

Attaching to a Camcorder

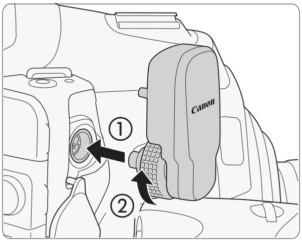
Turn off the camcorder before attaching the WFT-E6 Wireless File Transmitter. The transmitter is powered by the camcorder. Make sure the camcorder's battery pack is sufficiently charged before using the transmitter.



1 **Turn off the camcorder.**

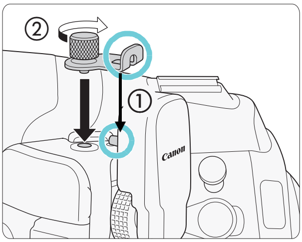


2 **Open the WFT terminal cover.**



3 **Attach the transmitter.**

- Align the transmitter's terminal to the camcorder's WFT terminal as shown in the illustration and firmly push it in (①).
- Turn the tightening screw in the direction of the arrow until it stops to securely attach the transmitter (②).
- You may find the WFT terminal easier to access if you remove the camcorder's grip unit.



4 **Attach the supplied WFT Attachment Bracket.**

- Position the bracket so it covers the transmitter's attachment pin and tighten the screw.

5 **Turn on the camcorder.**

- If the transmitter was correctly attached, the Y icon will appear in the rear panel, next to the remaining battery icon.

Removal

- Turn off the camcorder.
- Loosen the WFT attachment bracket's screw and remove the WFT attachment bracket.
- Loosen the transmitter's tightening screw until it spins freely.
- Remove the transmitter's terminal from the camcorder's WFT terminal and close the WFT terminal's cover.

1

Wi-Fi and Camcorder Settings

Complete the Wi-Fi and camcorder settings using the camcorder’s menu screens.

Three Ways to Connect to a Wi-Fi Network

Before using the Wi-Fi Remote application to remotely control the camcorder, you need to wirelessly connect the camcorder (with the transmitter attached) to a Wi-Fi network via an access point (wireless router). There are three ways to do so, and the method you use will depend on the specifications of the access point you want to use.
Note that using an unprotected Wi-Fi network can expose your data to monitoring by unauthorized third parties. Be aware of the risks involved.

[WPS: Button]

If your wireless router supports Wi-Fi Protected Setup (WPS), setup will be easy and require minimal configuring and no passwords. To check if your wireless router has a WPS button and for details about how to activate the Wi-Fi protected setup, refer to the instruction manual of your wireless router.

[WPS: PIN Code]

Even if your wireless router does not have a dedicated WPS button, it may support WPS using a PIN code instead. For setup using a PIN code, you will need to know in advance how to activate the wireless router's WPS function. For details refer to the instruction manual of your wireless router.

[Connection Wizard]

If your wireless router does not support Wi-Fi Protected Setup (WPS) or you wish to manually configure settings, you can use the Connection Wizard to manually set the various settings. This requires more advanced knowledge of Wi-Fi and network settings.

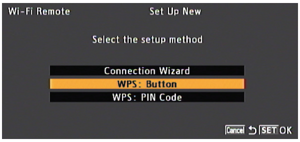
Depending on the country/region of use, some restrictions on outdoor use or Ad Hoc mode use may apply when operating the IEEE802.11a/n wireless standard in the 5 GHz band. For details see Areas of Use and Restrictions (separate leaflet supplied with the transmitter).

Wi-Fi Protected Setup (WPS) - Button

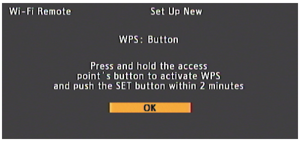
Wi-Fi Protected Setup (WPS) is the easiest way to set up the Wi-Fi network. However, it may not work correctly if there are several active access points in the area. In such case try using the **[WPS: Pin Code]** (📖 10) or **[Connection Wizard]** (📖 11) option.

1 Open the [Set Up New] submenu.

[Other Functions] ➔ [Wi-Fi Remote] ➔ [Set Up New]



2 Select [WPS: Button] and then press SET.



3 Press the WPS button on the wireless router.

- For details about how to activate the Wi-Fi protected setup, refer to the instruction manual of your wireless router.



4 Within 2 minutes, press SET on the camcorder.

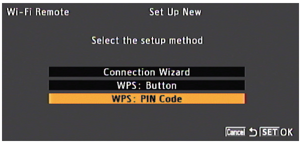
- While [Connecting] appears on the screen, you can press SET or the CANCEL button to cancel the operation.
- After the connection is correctly established, continue with the procedure to configure the IP address assignment (📖 15).

Wi-Fi Protected Setup (WPS) - PIN Code

In this setup mode, the camcorder will issue an 8-digit PIN code that you then need to enter in the wireless router setup screen. Even if there are multiple access points active in your area, this is a relatively reliable method of establishing a connection using a shared PIN code.
It may take about one minute to establish connection.

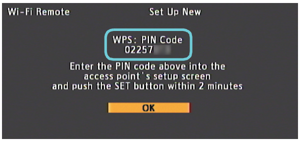
1 Open the [Set Up New] submenu.

[Other Functions] ❯ [Wi-Fi Remote] ❯ [Set Up New]



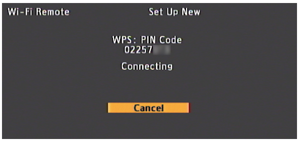
2 Select [WPS: PIN Code] and then press SET.

- The camcorder will generate and display an 8-digit PIN number.



3 Enter the PIN code into the wireless router's WPS setup screen.

- For details about how to access your wireless router's settings and activate the Wi-Fi Protected Setup (WPS) using a PIN code, refer to the instruction manual of your wireless router.



4 Within 2 minutes, press SET on the camcorder.

- While [Connecting] appears on the screen, you can press SET or the CANCEL button to cancel the operation.
- After the connection is correctly established, continue with the procedure to configure the IP address assignment (📖 15).

Connection Wizard

Selecting the Wi-Fi Network

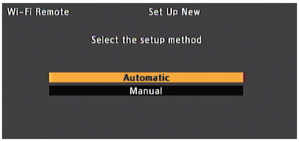
When you select **[Connection Wizard]**, the transmitter will detect active Wi-Fi networks in your area and you can select the desired access point (SSID) from the list.

1 Open the [Set Up New] submenu.

[Other Functions] ➜ [Wi-Fi Remote] ➜ [Set Up New]

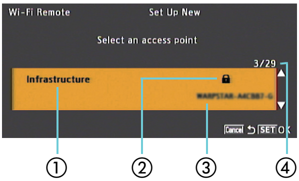


2 Select [Connection Wizard] and then press SET.



3 Select [Automatic] and then press SET.

- The camcorder will search for active access points in your area and display a list of available options.

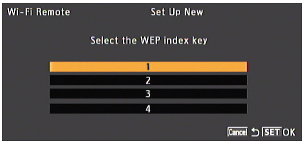


4 Push the joystick up/down or turn the SELECT dial to select an access point and then press SET.

① Type of Wi-Fi network: Infrastructure (wireless router) or Ad Hoc (Wi-Fi-enabled portable device)
② Encrypted access point
③ Network name (SSID)
④ Current access point/Total number of active access points detected

Encrypted Access Points

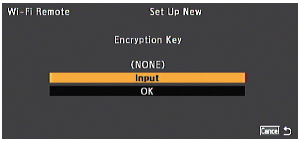
If the access point is encrypted (🔒), you will need to enter the encryption key (password). To find out the encryption key, refer to the instruction manual of the access point (wireless router) or consult the network administrator.



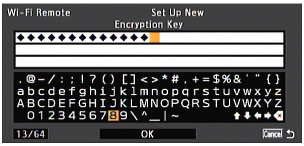
1 **[WEP]/[Shared Key]**

Select the WEP index key.

- This step is only necessary if the Wi-Fi network's authentication method is set to [Shared Key] or if the encryption method is set to [WEP].



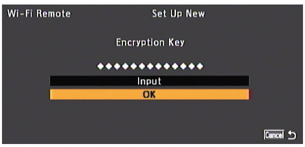
2 **Select [Input] and the press SET to open the keyboard screen and enter the encryption key.**



3 **Use the joystick or turn the SELECT dial to select a character and then press SET to add it.**

- After a moment, the character you entered will change to "◆" to protect the password.
- Use the arrows (⬆/⬇/⬅/➡) to change the position of the cursor and the backspace character (⌫) to delete the last character entered.
- Repeat this step as necessary to enter the encryption key.

4 **After entering the encryption key, select [OK] and then press SET.**



5 **Select [OK] and press SET to send the encryption key.**

- Continue with the procedure to configure the IP address assignment (📖 15).

Valid encryption keys vary depending on the encryption method.

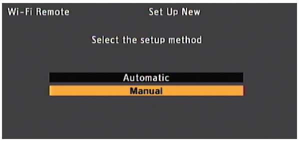
64-bit WEP encryption:	5 ASCII characters or 10 hexadecimal characters.
128-bit WEP encryption:	13 ASCII characters or 26 hexadecimal characters.
AES / TKIP encryption:	8-63 ASCII characters or 64 hexadecimal characters.

* Note: ASCII characters include the numbers 0 to 9, the letters a to z and A to Z and some punctuation marks and special symbols. Hexadecimal characters comprise the numbers 0 to 9 and the letters a to f and A to F.

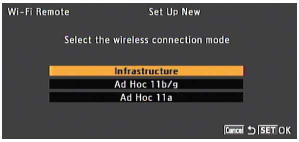
Entering the Wi-Fi Network’s Details Manually

If you prefer, you can enter manually the details of the Wi-Fi network you want to connect to (for example, if your Wi-Fi network is operating in stealth mode and cannot be detected by the transmitter or to connect to a Wi-Fi-enabled portable device through an Ad Hoc connection).

After step 2 in the *Selecting the Wi-Fi Network* procedure (📖 11):



1 Select [Manual] and then press SET.



2 Select the wireless connection mode and then press SET.

- [Infrastructure]: Connect to a Wi-Fi network via a wireless router.
  [Ad Hoc 11b/g]: Connect directly to a Wi-Fi-enabled computer or other device using the 2.4 GHz band.
  [Ad Hoc 11a]: Connect directly to a Wi-Fi-enabled computer or other device using the 5 GHz band.



3 Enter the Wi-Fi network’s name (SSID).

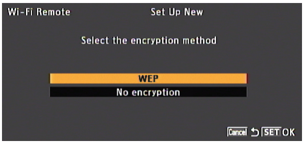
- Select [Input] and then press SET to open the keyboard screen.
- Use the joystick or turn the SELECT dial to select a character and then press SET to add it. Repeat as necessary to enter the SSID.
- After entering the SSID, select [OK] and then press SET.
- Select [OK] and then press set.

Ad Hoc Connections



4 Select the channel and then press SET.

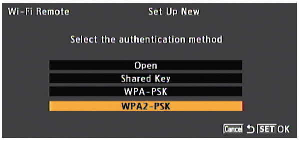
- Available channels will be different for Ad Hoc 11b/g and 11a connections.



5 Select the Ad Hoc connection's encryption method and then press SET.

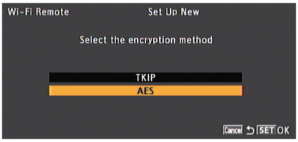
- If you selected [WEP], continue with step 6 below.
- If you selected [No encryption], skip to step 7.

Infrastructure Connections



4 Select the Wi-Fi network's authentication method and then press SET.

- If you selected [Shared Key], skip to step 6.



5 Select the Wi-Fi network's encryption method and then press SET.

- If the authentication method is [Open], you can select [WEP] and continue to step 6, or [No encryption] and skip to step 7.
- If the authentication method is [WPA-PSK] or [WPA2-PSK], you can select [TKIP] or [AES].

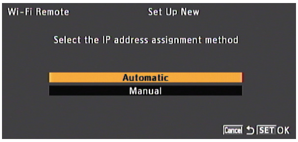
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6 Enter the encryption key as described in the previous section (📖 12).

- Depending on the settings, you may need to select the WEP index key first.

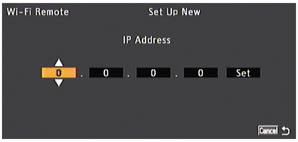
7 Continue with the procedure to configure the IP address assignment (📖 15).

Configuring Network (TCP/IP) Settings



1 Select [Automatic] or [Manual] and then press SET.

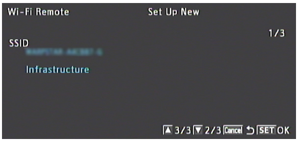
- If you selected [Automatic], IP settings will be assigned automatically. Continue with the procedure to review and save the configuration (📖 16).



2 Enter the network's TCP/IP settings manually.

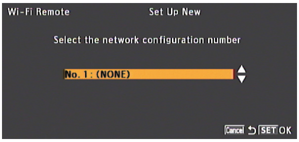
- Enter the IP address assigned to the camcorder, and the network's subnet mask, and default gateway.
- Push the joystick up/down or turn the SELECT dial to select a value for the first field and press SET to move to the next field. After completing the four fields of an address, select [Set] and press SET to enter the address.
- For details about the network's settings, consult the network administrator.
- After entering the default gateway's address, continue with the procedure to review and save the configuration (📖 16).

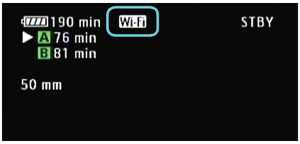
Saving the Configuration



1 Review the access point's configuration and then press SET.

- The first screen shows the access point's SSID and the type of connection. Push the joystick up/down or turn the SELECT dial to review additional settings before pressing SET.





2 Save the current configuration.

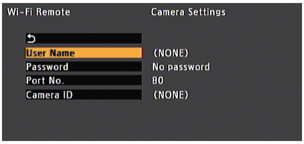
- Select the desired configuration number and then press SET. You can save up to 5 different network configuration profiles on the camcorder. If you select a configuration number that was already in use, the previous configuration will be overwritten by the new.
- Select [OK] and then press SET. When the confirmation screen appears, press SET.
- The camcorder will connect to the network using the configuration just saved. The Wi-Fi icon will appear on the upper left of the screen, first in yellow while connecting and then in white when the connection is established. In the rear panel, the bars of the icon indicate the strength of the Wi-Fi signal.

Camcorder Settings

A user name and password are required before the Wi-Fi Remote application (Wi-Fi-enabled device connected to the Wi-Fi network) can access the transmitter in order to operate the camcorder. Additionally, you can set a unique camcorder identification code and designate the port that Wi-Fi Remote should use. The Wi-Fi connection will be disabled while you change these settings.

[User Name]*, [Password]*	Protect the remote operation of the camcorder with a user name and password.
[Port No.]	The port number (HTTP protocol) used by Wi-Fi Remote. This is usually set to port 80, but you can change it if necessary.
[Camera ID]	Set a unique camcorder identification code that will appear on the Wi-Fi Remote screen. This is convenient if you are using a multi-camera shooting setup.

* Required settings.



1 Open the [Camera Settings] submenu.

[Other Functions] ➔ [Wi-Fi Remote] ➔ [Camera Settings]

2 Select the desired setting and then press SET.

3 Enter the desired value as described below.

- If necessary, repeat steps 2 and 3 to set additional settings. When you finish changing the settings, select [↩], press SET and then close the menu.
- When you close the menu after changing the camcorder's settings, the camcorder will reconnect to the Wi-Fi network using the new settings.

[User Name], [Password], [Camera ID]

1 Use the joystick or turn the SELECT dial to select a character and then press SET to add it.
- Repeat this step as necessary to enter the necessary text.

2 After entering the desired text, select [OK] and then press SET.

[Port No.]

1 Push the joystick up/down or turn the SELECT dial to select a value for the first field and then press SET to move to the next field.

2 After completing all the fields, select [Set] and press SET to enter the port number.

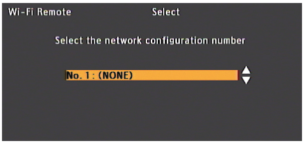
2

Remote Operation Using Wi-Fi Remote

After completing the preparations in the previous chapter, you can use any computer or other Wi-Fi enabled device that has a Web browser and is connected to the same Wi-Fi network to remotely operate the camcorder using the Wi-Fi Remote application.

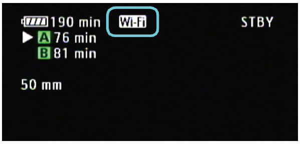
Selecting a Configuration Number

You can save up to 5 different network configuration profiles. You can select which one to use depending on where you plan to use the camcorder. If you just saved a new network configuration (📖 16), the camcorder will automatically connect to that Wi-Fi network and this procedure is not required.



1 **Open the Wi-Fi [Select] submenu.**

[Other Functions] ➔ [Wi-Fi Remote] ➔ [Select]



2 **Select the desired configuration number and then press SET.**

- The camcorder will connect to the Wi-Fi network using the selected configuration. The Wi-Fi icon will appear on the upper left of the screen, first in yellow while connecting and then in white when the connection is established. In the rear panel, the bars of the icon indicate the strength of the Wi-Fi signal.

Starting Wi-Fi Remote

After establishing a connection between the camcorder and Wi-Fi network (the white Wi-Fi icon appears on the upper left of the screen), you can start the Wi-Fi Remote application on any Wi-Fi-enabled device* that has a Web browser** and is connected to the same Wi-Fi network. Refer also to the instruction manual of the Wi-Fi enabled device used.

* For details about compatible devices, operating systems, Web browsers, etc. please visit your local Canon Web site.

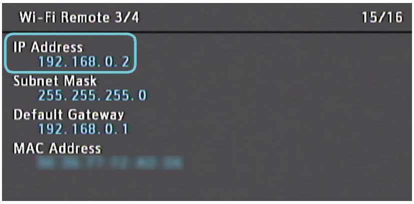
** A Web browser is required that supports JavaScript and is enabled to accept cookies.

Checking the Camcorder's URL

1 Press the STATUS button.

2 Push the joystick up/down or turn the SELECT dial to display the [Wi-Fi Remote 3/4] status screen.

- Check the IP address assigned to the camcorder. If necessary, write it down.

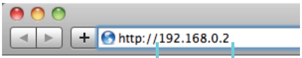


3 Press the STATUS button again to close the status screen.

Starting Wi-Fi Remote

1 Start the Web browser on the computer or other Wi-Fi-enabled device.

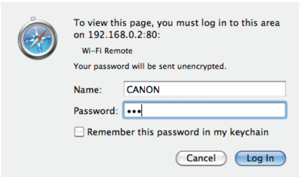
2 Enter the camcorder's URL.



Camcorder's IP address from the Status screen

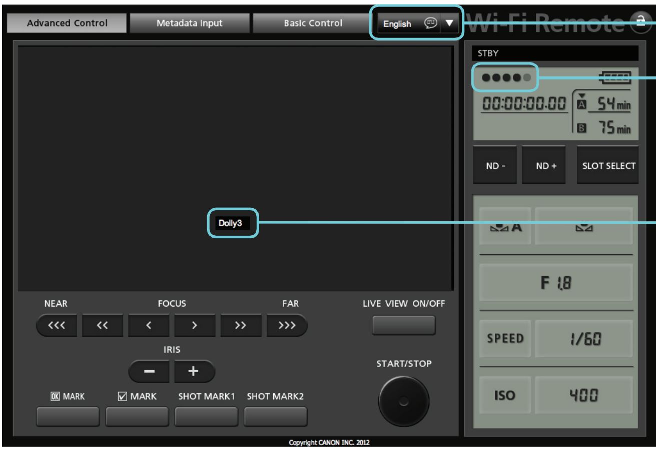
- Enter the IP address you checked previously into the Web browser's address bar, adding the prefix "http://".

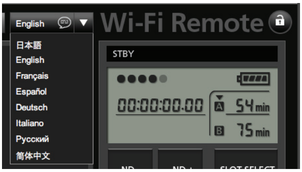
3 Enter the user name and password and press [OK].



Example of the login screen. The screen may differ depending on the Web browser and version used.

- Be sure to enter the same user name and password you set on the camcorder (📖 17). If necessary, consult the administrator who configured the camcorder's settings.
- The Wi-Fi Remote screen will appear. While Wi-Fi Remote is correctly connected to the camcorder, the ●●●●● above the time code will turn on one by one and then turn off in an endless loop.
- If set, the camcorder's ID will appear on the Wi-Fi Remote screen while live view is not activated.



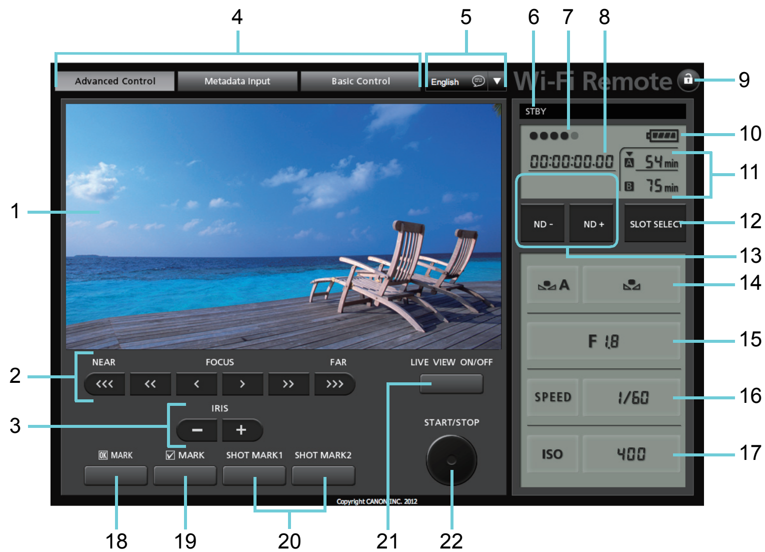


4 Select the language for Wi-Fi Remote.

- Press the [▼] next to the language button and select the desired language from the list. Most buttons and controls emulate physical controls on the camcorder and are labeled in English only, regardless of the language selected.

Wi-Fi Remote: [Advanced Control]

When using a laptop computer, netbook, tablet computer or other Wi-Fi-enabled devices with larger screens, the [Advanced Control] screen offers more shooting controls to operate the camcorder. For details about how to control the recording or change the various settings, refer to the relevant section in the camcorder's instruction manual.



1	Live view screen
2	C300 Focus controls
3	C300 Iris controls
4	Wi-Fi Remote screen selection tabs
5	Language selection
6	Recording operation
7	Wi-Fi connection indicator
8	Time code
9	Key lock button (Wi-Fi Remote buttons only)
10	Approximate remaining battery
11	CF card selection and remaining recording time
12	SLOT SELECT (CF card slot selection) button

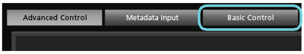
13	ND +/- buttons and ND filter display
14	White balance buttons
15	C300 Aperture value
16	Shutter mode and value
17	ISO button/Gain button and ISO speed/ gain value
18	OK MARK (add OK mark) button
19	☑ MARK (add ☑ mark) button
20	SHOT MARK1/SHOT MARK2 (add S1/S2 mark) buttons
21	LIVE VIEW ON/OFF button
22	START/STOP button

* Shaded items cannot be changed using Wi-Fi Remote.

Depending on the Wi-Fi network used and the conditions of the wireless signal, you may notice some delays in refreshing the live view image and other settings.

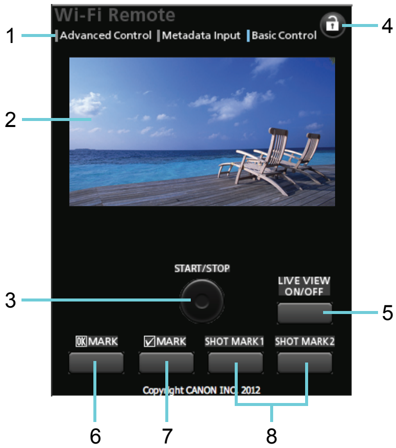
Wi-Fi Remote: [Basic Control]

When using a smartphone or other Wi-Fi-enabled device with a smaller screen, you can use the [Basic Control] screen that offers only the most important shooting controls but will fit in the screen without scrolling. For details about how to control the recording or change the various settings, refer to the relevant section in the camcorder's instruction manual.



1 Open the [Basic Control] screen.

- From the [Advanced Control] screen press the [Basic Control] tab.



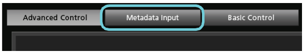
1	Wi-Fi Remote screen selection tabs
2	Live view screen
3	START/STOP button
4	Key lock button (Wi-Fi Remote buttons only)
5	LIVE VIEW ON/OFF button
6	OK MARK (add OK mark) button
7	☑ MARK (add ☑ mark) button
8	SHOT MARK1/SHOT MARK2 (add S1/S2 mark) buttons

* Shaded items cannot be changed using Wi-Fi Remote.

Depending on the Wi-Fi network used and the conditions of the wireless signal, you may notice some delays in refreshing the live view image and other settings.

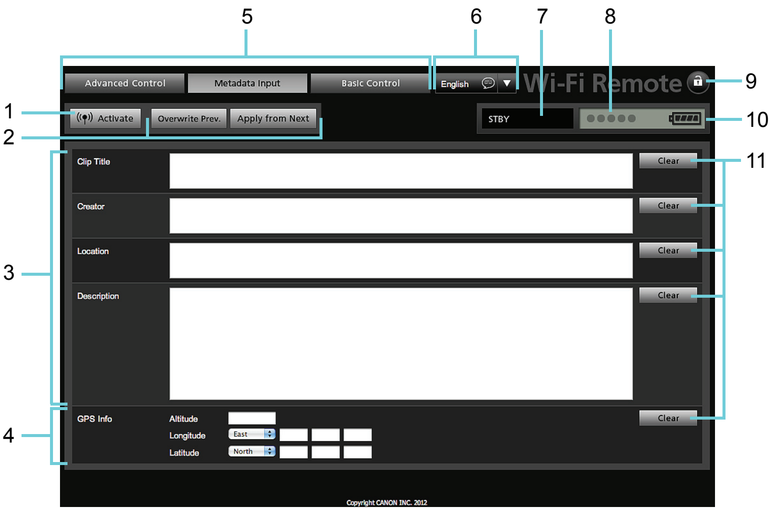
Wi-Fi Remote: [Metadata Input]

Using Wi-Fi Remote you can create, edit and transfer to the camcorder a metadata profile that includes the User Memo information (clip title, creator, location and description), as well as GPS information. For details about how to set and transfer the metadata, refer to the relevant section in the camcorder's instruction manual.



1 Open the [Metadata Input] screen.

- From the [Advanced Control] screen press the [Metadata Input] tab.



1	[Activate] button (activate metadata control from Wi-Fi Remote)
2	Metadata transfer mode selection buttons
3	User Memo fields
4	GPS information fields
5	Wi-Fi Remote screen selection tabs
6	Language selection

7	Recording operation
8	Wi-Fi connection indicator
9	Key lock button (Wi-Fi Remote buttons only)
10	Approximate remaining battery
11	[Clear] buttons (clear current data)

* Shaded items cannot be changed using Wi-Fi Remote.

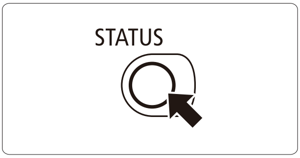
Using Wi-Fi Remote ([Activate] button) you can give priority to metadata sent through the application. However, you cannot return the priority back to the SD card. To use a user memo file saved on the SD card you will need to set [Other Functions] » [Set Metadata] » [Setting] to [SD Card] on the camcorder itself.

3

Managing Settings Information

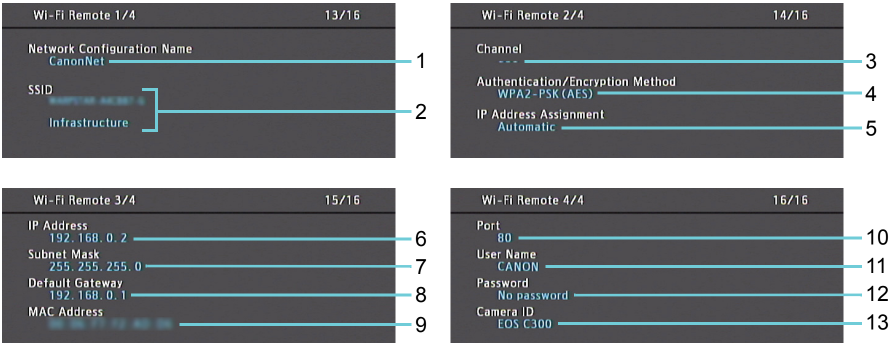
Checking Settings

You can check the current Wi-Fi network settings using the camcorder's status screens.



1 Press the STATUS button.

2 Push the joystick up/down or turn the SELECT dial to display the four [Wi-Fi Remote] status screens.



1	Network configuration name
2	Network name (SSID) and type of connection
3	Channel used (Ad Hoc connection)
4	Authentication and encryption method
5	IP address assignment method
6	IP address assigned to the camcorder
7	Subnet mask

8	Default gateway
9	MAC address
10	Port
11	User name
12	Password-protected or not (actual password not shown)
13	Camera identifier

Changing Settings

You can edit the Wi-Fi network settings even after the initial setup. Changing settings manually requires more advanced knowledge of Wi-Fi and network settings. The Wi-Fi connection will be disabled while you change these settings. After completing the changes, the camcorder will connect to the Wi-Fi network using the new configuration.

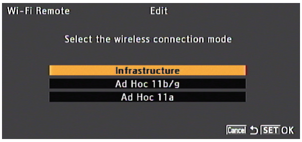
1 **Select the network configuration profile you want to change (🕮 20).**

2 **Open the Wi-Fi [Edit] submenu.**

[🔧 Other Functions] ➔ [Wi-Fi Remote] ➔ [Edit]

3 **Continue with one of the following procedures depending on the settings you wish to change.**

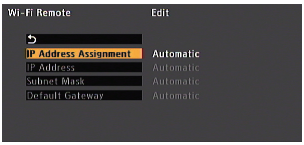
Changing Wi-Fi Settings



4 **Select [LAN Setup] and then press SET.**

- The wireless connection mode selection screen appears. Continue the procedure as described in *Entering the Wi-Fi Network's Details Manually* (🕮 13, from step 2).

Changing TCP/IP Settings



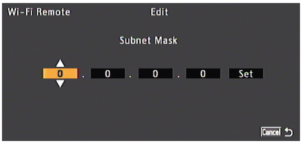
4 **Select [TCP/IP] and then press SET.**

- The TCP/IP settings screen appears.

5 **Select [IP Address Assignment] and then press SET.**

6 **Select [Automatic] or [Manual] and then press SET.**

- If you selected [Automatic], IP settings will be assigned automatically and no further settings are necessary.
- Select [⮌], press SET and then close the menu.

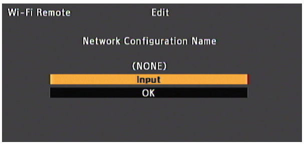


7 If you selected [Manual], select a setting you want to change and then press SET.

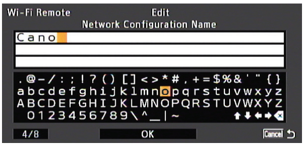
- Push the joystick up/down or turn the SELECT dial to select a value for the first field and press SET to move to the next field. After completing the four fields of each address, select [Set] and press SET to enter the address.
- Repeat this step to change other TCP/IP settings as necessary. When you finish changing the settings, select [⮌], press SET and then close the menu.
- For details about the network's settings, consult the network administrator.

Renaming the Configuration Profile

Each network configuration setup is stored under a configuration number ([No. 1] to [No. 5]). You can rename it with a more familiar name to make it easier to distinguish between various Wi-Fi networks you use.

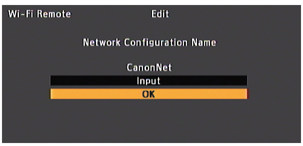


4 Select [Rename] and then press SET.



5 Select [Input] and then press SET.

- Use the joystick or turn the SELECT dial to select a character and then press SET to add it. Repeat as necessary to enter the network configuration name.
- After entering the desired name, select [OK] and then press SET.



6 Select [OK] and then press SET.

4

Troubleshooting

Troubleshooting

Check this section if you encounter problems connecting to the Wi-Fi network or operating the camcorder remotely from a Wi-Fi-enabled device. If the problem persists, consult a Canon Service Center (listed on the back cover of the camcorder's instruction manual).

Check This First

- ▶ Are the wireless router (access point), the camcorder and the computer or other Wi-Fi-enabled device all turned on?
- ▶ Is the transmitter correctly attached to the camcorder's WFT terminal?
- ▶ Is the Wi-Fi network working and correctly configured?
- ▶ Is the computer or other Wi-Fi-enabled device correctly connected to the same Wi-Fi network as the camcorder?
- ▶ Are there any obstructions between the camcorder and the wireless router or between the computer/Wi-Fi device used and the wireless router that could be weakening the wireless signal?

Cannot start the Wi-Fi Remote application on the computer or other Wi-Fi-enabled device

- **The camcorder is not connected to the Wi-Fi network.**
- ▶ Make sure the camcorder is connected to the same Wi-Fi network as the computer or other Wi-Fi-enabled device.

- **The URL entered into the Web browser's address bar is incorrect.**
- ▶ Check the [Wi-Fi Remote 3/4] status screen and make sure to use the IP address assigned to the camcorder as the URL (📖 28).

- **The user name or password is incorrect.**
- ▶ Make sure to enter the user name and password set on the camcorder (📖 17).

- **You may have loaded the camcorder's menu settings from a copy saved on the SD card using the [Other Functions] ➤ [Transfer Menu/CP] function.**
- ▶ For your protection, when the camcorder's settings are saved on an SD card, the encryption key/WEP index key in the wireless LAN setup and the password in the camcorder settings are not saved. If you just restored the camcorder's settings from an SD card, edit the [LAN Setup] and reenter the encryption key (📖 29) and edit the [Camera Settings] and reenter the password (📖 17).

The Wi-Fi Remote screen is not displayed correctly

- **You are using a computer or other Wi-Fi-enabled device, operating system or Web browser that is not compatible with Wi-Fi Remote.**
- ▶ For the latest information about system requirements, please visit your local Canon Web site.

- **The Web browser version used does not support JavaScript.**
- ▶ Use a Web browser or a version of the Web browser that supports JavaScript.

- **Cookies are not enabled on the Web browser used.**
- ▶ Your Web browser must be enabled to accept cookies. For details, refer to the Web browser's Help pages.

About Wi-Fi Networks

When using the transmitter with a Wi-Fi network, try the following corrective actions if the transmission rate drops, the connection is lost, or other problems occur.

Location and Antenna Position of the Wireless Router or Wi-Fi-Enabled Device

- When using the transmitter indoors, place the wireless router in the same room where you are shooting.
- Place the wireless router in an open, unobstructed location, where people or objects do not come between it and the camcorder.
- Place the wireless router as close as possible to the camcorder. In particular, note that during outdoor use in poor weather, rain may absorb radio waves and disrupt the connection.

Nearby Electronic Devices

If the transmission rate over a Wi-Fi network drops because of interference from the following electronic devices, switching to the 5 GHz band or to a different channel may solve the problem.

- The transmitter communicates over Wi-Fi networks via IEEE 802.11b/g using radio waves in the 2.4 GHz band. For this reason, the transmission rate may drop if there are nearby microwave ovens, cordless telephones, microphones, or similar devices operating on the same frequency band.
- If an access point operating on the same frequency band as the transmitter is used nearby, the transmission rate may drop.

Using Multiple Transmitters

- If multiple transmitters are connected to a single wireless router (access point), be careful not to use duplicate camera IP addresses.
- Note that the transmission rate drops when multiple transmitters access a single wireless router (access point).
- To reduce radio wave interference when there are multiple wireless IEEE 802.11b/g access points, leave a gap of four channels between each wireless LAN channel. For example, use channels 1, 6, and 11, channels 2, 7, and 12, or channels 3, 8, and 13. When IEEE 802.11a/n can be used, switch to IEEE 802.11a/n and specify a different channel.

Security

- Wi-Fi communications can be easily intercepted. For this reason, we recommend activating encrypted communication in the wireless router (access point) settings.

Error Messages

Refer to this list when an error message is displayed on the camcorder's screen. Messages are listed alphabetically.
If the problem persists, consult a Canon Service Center (listed on the back of the camcorder's instruction manual).

Another user is already accessing the camcorder. Try again later.

- **The camcorder is already connected to another instance of Wi-Fi Remote on another Web browser.**

▶ The camcorder can only be controlled from one Wi-Fi Remote instance. Check the Wi-Fi devices connected to the Wi-Fi network.

Multiple access points detected.　Try the operation again.

- **Wi-Fi Protected Setup (WPS) was activated simultaneously on multiple access points.**

▶ Wait a moment or cancel the WPS operation on the access point(s) you do not want to connect to and then try again.

No access points found

- **The connection wizard searched for active Wi-Fi networks (access points) in the area but none were found.**

▶ Make sure the access point is working correctly and try connecting again.

- **The Wi-Fi network is operating in stealth mode.**

▶ Deactivate the stealth function in the wireless router (access point) settings.

- **The connection wizard may not be able to find the Wi-Fi network if MAC address filtering is activated.**

▶ Check the [Wi-Fi Remote 3/4] status screen (📖 28) and make sure to add the camcorder's MAC address to the list of approved wireless devices in the wireless router (access point) settings.

Unable to complete WPS.

- **The access point's encryption method is set to [WEP]. Wi-Fi Protected Setup (WPS) cannot connect to access points set to this encryption method.**

▶ Change the access point's encryption method or use the [Connection Wizard] (📖 11).

Unable to complete WPS.　Try the operation again.

- **More than 2 minutes passed between activating WPS on the access point and selecting [OK] on the camcorder.**

▶ Start over the WPS procedure from the beginning.

Wi-Fi connection terminated

- **An error occurred on the access point or the computer or other Wi-Fi-enabled device.**
- ▶ Check the Wi-Fi-enabled device and access point and try connecting again.
- **The Wi-Fi signal became too weak and the wireless connection was lost.**
- ▶ Wait a moment or turn off other devices in the area that may be interfering with the Wi-Fi signal and then try connecting again.

Wi-Fi error. Incorrect encryption key.

- **When the encryption method was set to [WEP], the WEP index key (encryption key) or its length (number of characters) is incorrect.**
- ▶ When entering ASCII characters, enter 5 characters (64-bit encoding) or 13 characters (128-bit encoding). When entering hexadecimal characters, enter 10 characters (64-bit encoding) or 26 characters (128-bit encoding).

Wireless communication cannot be used

- **The WFT-E6 Wireless File Transmitter has malfunctioned.**
- ▶ Consult a Canon Service Center (listed on the back cover of the camcorder's instruction manual).

Wireless communication cannot be used while the wireless microphone is attached

- **The transmitter cannot be used while an optional WM-V1 Wireless Microphone is attached to the camcorder.**
- ▶ Disconnect the WM-V1 from the camcorder and turn it off.

Wireless communication cannot be used WFT error

- **The channel specified in the [LAN Setup] settings of the network configuration selected cannot be used in accordance with the restrictions on countries/regions of use of the attached WFT-E6 Wireless File Transmitter model.**
- ▶ Change the [LAN Setup] settings (📖 29). For details see Areas of Use and Restrictions (supplied with the transmitter).

Wireless communication is not working correctly

- **There's a hardware problem with the camcorder's Wi-Fi-related circuitry.**
- ▶ Try turning the camcorder off and the on again. If the problem persists, consult a Canon Service Center.

Index

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- WPS as used on the camcorder’s settings, onscreen displays and in this manual signifies Wi-Fi Protected Setup.
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The information in this guide is current as of December 2011. For information on using the transmitter with accessories introduced after this date, contact your nearest Canon Service Center.

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